

City of Brunswick Online Utility Bill Pay, Electronic Statements & Auto Pay

1. Visit the City's website at www.brunswickmd.gov
2. On the homepage, click "Online Bill Pay"



3. First time users can register and create an account. Existing users should login.



Welcome

Login

Email address

Password

☐ Remember Me

Login

[Forgot Password?](#)

First time user? Register Now ?

Save payment info for future use.

[Quick Payment](#)

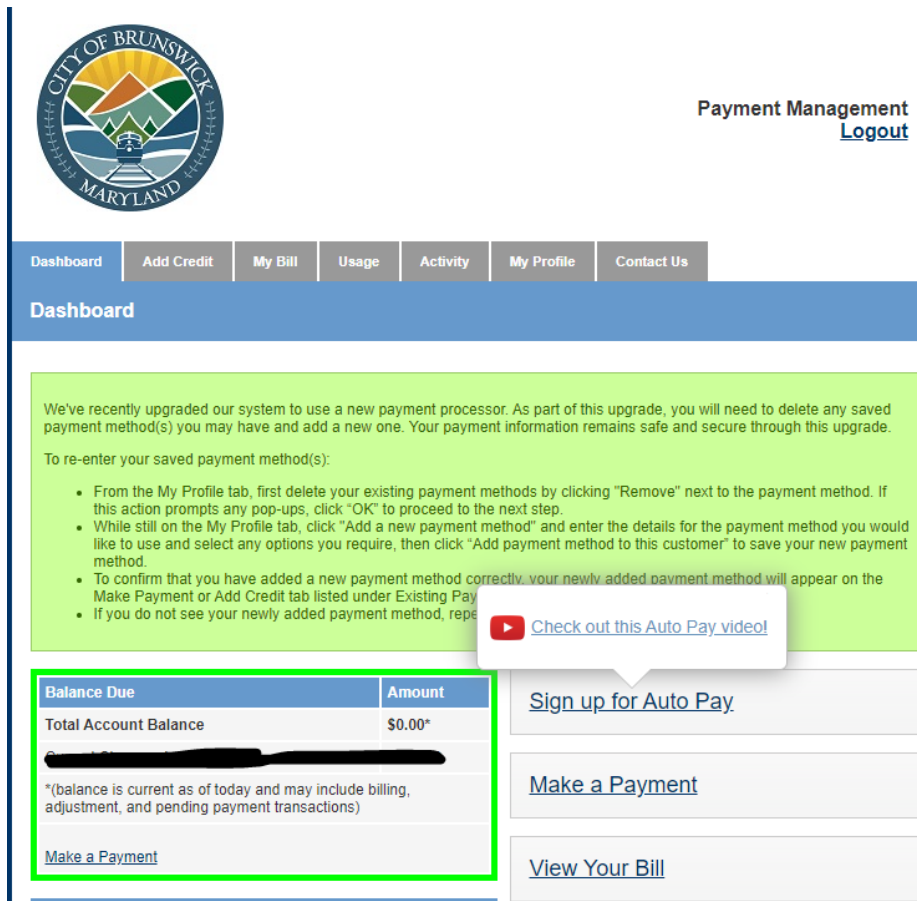
Make a payment without registering.

Need Help? [Contact us.](#)



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4. Once logged in, you can:
 - a. View & Pay Account Balance & Bill
 - b. View Usage & Usage History
 - c. Update address/contact information
 - d. Sign up for Auto Pay
 - e. Enroll in Paper and/or Electronic Statements
 - f. And more!
5. You can enroll in Electronic Statements 2 ways:
 - a. 1st Way:
 - i. Click “Sign up for Auto Pay”



The screenshot shows the City of Brunswick Maryland Payment Management interface. At the top left is the City of Brunswick Maryland logo. To the right of the logo is the text "Payment Management" and a "Logout" link. Below this is a navigation bar with tabs: Dashboard, Add Credit, My Bill, Usage, Activity, My Profile, and Contact Us. The "Dashboard" tab is selected. Below the navigation bar is a blue header with the word "Dashboard". The main content area has a green background with a message about a system upgrade and instructions on how to re-enter saved payment methods. Below this message is a table showing the "Balance Due" and "Amount". The table has two columns: "Balance Due" and "Amount". The first row shows "Total Account Balance" with a value of "\$0.00*". Below the table is a note: "(balance is current as of today and may include billing, adjustment, and pending payment transactions)". To the right of the table are three buttons: "Sign up for Auto Pay", "Make a Payment", and "View Your Bill". A red speech bubble with a play icon and the text "Check out this Auto Pay video!" is positioned over the "Sign up for Auto Pay" button.

Payment Management
[Logout](#)

Dashboard Add Credit My Bill Usage Activity My Profile Contact Us

Dashboard

We've recently upgraded our system to use a new payment processor. As part of this upgrade, you will need to delete any saved payment method(s) you may have and add a new one. Your payment information remains safe and secure through this upgrade.

To re-enter your saved payment method(s):

- From the My Profile tab, first delete your existing payment methods by clicking "Remove" next to the payment method. If this action prompts any pop-ups, click "OK" to proceed to the next step.
- While still on the My Profile tab, click "Add a new payment method" and enter the details for the payment method you would like to use and select any options you require, then click "Add payment method to this customer" to save your new payment method.
- To confirm that you have added a new payment method correctly, your newly added payment method will appear on the Make Payment or Add Credit tab listed under Existing Payment Methods.
- If you do not see your newly added payment method, repeat the steps above.

[Check out this Auto Pay video!](#)

Balance Due	Amount
Total Account Balance	\$0.00*

*(balance is current as of today and may include billing, adjustment, and pending payment transactions)

[Make a Payment](#)

[Sign up for Auto Pay](#)

[Make a Payment](#)

[View Your Bill](#)

From the “Auto Pay” Screen you can sign up for automatic payments. The system is set up to pay the lesser of the forward balance or the total amount billed. You can set up your preferences for paper & electronic billing from this same screen.



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[Dashboard](#)

[Add Credit](#)

[My Bill](#)

[Usage](#)

[Activity](#)

[My Profile](#)

[Contact Us](#)

[My Profile](#) > [Account Settings](#)

Settings for Account : [REDACTED]

Auto Payment of Bill [Tell me more..](#)

☐ Yes, I would like to activate auto payment.

Paper Bill via Post Office

☒ Yes, print and send my paper bill using the postal service.

☐ No, do not print and send my bill using the postal service.

Electronic Bill via Email

☐ Yes, send an electronic copy of my billing statement via email when the bill is ready.

☒ No, do not send the bill electronically.

2nd Way:

- b. click “MY PROFILE” on the dashboard.
- c. Under the “MY PROFILE” tab, you will see your account number as a link. Click on your account number.



Payment Management
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Dashboard

Your accounts

If you would like to change any of the accounts associated with this membership, click the account number below to modify the settings.

Default Set who is your default customer when you log in (if you have multiple accounts set up).

Paper Bill Toggle the ability to receive a paper bill in the mail.

Electronic Bill Toggle the ability to receive an electronic bill via e-mail.

Account Number	Default Customer	Paper Bills	Electronic Bills	Remove Account
[Redacted]	✓	✓	✗	

[Add more accounts](#) to this membership.

To remove an account from your membership, click the Remove next to the account (default accounts cannot be removed).

6. Once you click your account number under the “MY PROFILE” tab, a screen will open to your account settings. The system may require you to validate your email address before these options show. Please validate your email address following the on-screen prompts and log back in.

From here you have several options:

- a. Set up to receive both paper and electronic bills
- b. Receive only a paper bill
- c. Receive only an electronic bill



Payment Management
[Logout](#)

Dashboard

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[My Profile](#) > Account Settings

Settings for Account : [REDACTED]

Paper Bill via Post Office

- ☒ Yes, print and send my paper bill using the postal service.
- ☐ No, do not print and send my bill using the postal service.

Electronic Bill via Email

- ☐ Yes, send an electronic copy of my billing statement via email when the bill is ready.
- ☒ No, do not send the bill electronically.

Submit